FCC For	rm 481 - Carrier Annual Reporting Data Collection Form		FCC Form 481 OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013
<010>	Study Area Code	372455	
<015>	Study Area Name	BENKELMAN TEL CO	
<020>	Program Year	2017	
<030>	Contact Name: Person USAC should contact with questions about this data	Linda L McKain	
<035>	Contact Telephone Number: Number of the person identified in data line <030>	3084232000 ext.	
<039>	Contact Email Address: Email of the person identified in data line <030>	lmckain@bwtelcom.net	
	Form Type	54.313 and 54.422	

(100) S Data C	(100) Service Quality Improvement Reporting Data Collection Form	FCC Form 481 OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013	ntrol No. 3060-0819
<010>	Study Area Code	55	
<015>	Study Area Name BENK	BENKELMAN TEL CO	
<020>	Program Year 2017		
<030>	Contact Name - Person USAC should contact regarding this data	Linda L McKain	
<032>	Contact Telephone Number - Number of person identified in data line <030>	3084232000 ext.	
<039>	Contact Email Address - Email Address of person identified in data line <030>	lmckain@bwtelcom.net	
<110>	Has your company received its ETC certification from the FCC?	(yes / no)	
<111>	If your answer to Line <110> is yes, do you have an existing §54.202(a) "5 year plan" filed with the FCC?	(yes / no)	
<112>	If your answer to Line <111> is yes, please file a progress report, on line <112> delineating the status of your company's existing § 54.202(a) "5 year plan" on file with the FCC, as it relates to your provision of voice telephony service. Attach Five-Year Service Quality Improvement Plan or, in subsequent years, your annual progress report filed pursuant to 47 C.F.R. § 54.313(a)(1). If your company is a CETC which only receives frozen support, your progress report is only required to address voice telephony service.	372455ne112.pdf nyisa	
	Please select the appropriate responses below (Yes, No, Not Applicable) to confirm that the attached document(s), on line 112, contains a progress report on its five-year service quality improvement plan pursuant to §54.202(a). The information shall be submitted at the wire center level or census block as appropriate.	Name of Attached Document	
<113>	Maps detailing progress towards meeting plan targets Report how much universal carding HICE) connects was received	Yes	
4155	neport frow much annyersal service (OST) support was received. How much (USF) was used to improve service quality and how support was used to improve service quality.	res rice quality Yes	
<pre><116></pre> <117> <118>	How much (USF) was used to improve service coverage and how support was used to improve service coverage How much (USF) was used to improve service capacity and how support was used to improve service capacity Provide an explanation of network improvement targets not met in the prior calendar year.	srvice capacity Yes Not Applicable	

								July	July 2013	July 2013	
Study Area Code	de				372455						
Study Area Name	ıme				BENKELMAN TEL	EL CO					
Program Year					2017						
ame	- Person USAC	should contac	Contact Name - Person USAC should contact regarding this data	data	Linda L McKain	ain					
elep	hone Number	· Number of pe	Contact Telephone Number - Number of person identified in data	in data line <030>	30> 3084232000 ext	ext.					
mail	Address - Ema	il Address of pe	Contact Email Address - Email Address of person identified in data line <030>	in data line <0.	30> lmckain@bwtelcom.net	elcom.net					
orior	calendar yea	ır, were there	For the prior calendar year, were there any reportable voic	le voice servi	e service outages?	No					
	b1>	<bs></bs> <bs></bs> b2>	<	<p4><</p4>	<c1></c1>	<c2></c2>	ş	é	\$	ŝ	ş
NORS Reference Number	Outage Start Date	Outage Start Outage Start Date Time	Outage End Date	pu	Number of Customers Affected	Total Number of	911 Facilities Affected	Service Outage Description (Check	Did This Outage Affect Multiple Study Areas	Service Outage	Preventative
						cascollers	(165 / 140)	all tilat apply)	(TES) NO)	vesointion	rrocedures
Ī											
T											
T											
T											
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Page 3

(300) Uni	(300) Unfulfilled Service Request	FCC Form 481
Data Coll	Data Collection Form	OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013
<010>	<0.10> Study Area Code	372455
<015>	Study Area Name	BENKELMAN TEL CO
<020>	Program Year	2017
<030>	<030> Contact Name - Person USAC should contact regarding this data	Linda L McKain
<032>	<035> Contact Telephone Number - Number of person identified in data line <030>	3084232000 ext.
<039>	<039> Contact Email Address - Email Address of person identified in data line <030>	lmckain@bwtelcom.net
<300>	<300> Unfulfilled service request (voice)	
<310>	<310> Detail on attempts (voice)	
<320>	Name <320> Unfuifilled service request (broadband)	Name of Attached Document
<330>		
		Name of Attached Document

Page 4

(400) Number of Complaints per 1,000 customers	FCC Form 481
Data Collection Form	OMB Control No. 3060-0986/OMB Control No. 3060-0819
	July 2013

<010>	Study Area Code 372455
<015>	Study Area Name Benelman tel co
<020>	Program Year 2017
<030>	Contact Name - Person USAC should contact regarding this data
<035>	Contact Telephone Number - Number of person identified in data line <030>
<039>	Contact Email Address - Email Address of person identified in data line Inclaim@bwtelcom.net <030>
<400>	Select from the drop-down list to indicate how you would like to report voice complaints (zero or greater) for voice telephony service in the prior offered only fixed voice calendar year for each service area in which you are designated an ETC for any facilities you own, operate, lease, or otherwise utilize.
<410>	Complaints per 1000 customers for fixed voice 0.0
<420>	Complaints per 1000 customers for mobile voice
<430>	Select from the drop-down list to indicate how you would like to report end-user customer complaints (zero or greater) for broadband service in the prior calendar year for each service area in which you are designated an ETC for any facilities you own, operate, lease, or otherwise utilize.
<440>	Complaints per 1000 customers for fixed broadband 1.0
<450>	Complaints per 1000 customers for mobile broadband

Braid, School Ph	npliance With Service Quality Standards and Consumer Protection Rules ection Form		FCC Form 481 OMB Control No. 3060-0986/OMB Control No. 3060-0815 July 2013
<010>	Study Area Code	372455	
<015>	Study Area Name	BEI ELMAN TEL CO	
<020>	Program Year	2017	
<030>	Contact Name - Person USAC should contact regarding this data	Linda L McKain	
<035>	Contact Telephone Number - Number of person identified in data line <030>	3084232000 cmt.	
<039>	Contact Email Address - Email Address of person identified in data line <030>	lmckain@bwtelcom.net	
<500>	Certify compliance with applicable service quality standards and consumer pro-	otection rules Yes	
<510>	Descriptive document for Service Quality Standards & Consumer Protection Ru	372455ne510.pdf ules Compliance	

	unctionality in Emergency Situations ollection Form		FCC Form 481 OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013
<010>	Study Area Code	3*2455	
<015>	Study Area Name	BENJELMAN TEL CO	
<020>	Program Year	2017	
<030>	Contact Name - Person USAC should contact regarding this data	Linda L McKain	
<035>	Contact Telephone Number - Number of person identified in data line <030>	3084232000 est.	
<039>	Contact Email Address - Email Address of person identified in data line <030>	lmckain@bwtelcom.net	
<600>	Certify compliance regarding ability to function in emergency situations	Yes	
<610>	Descriptive document for Functionality in Emergency Situations	372455ne610.pdf	

(700) Pi	rice Offering	(700) Price Offerings including Voice Rate Data	e Rate Data				FCC Form 481	481	
Data Co	Data Collection Form	E					OMB Con July 2013	OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013	ontrol No. 3060-0819
<010>	Study Area Code	a Code			372455				7
<015>	Study Area Name	a Name			BENKELMAN TEL	rer co			
<020>	Program Year	ear			2017				
<030>		Contact Name - Person USAC should contact regarding this data	should contac	t regarding this d	Linda L	McKain			
<032>		Contact Telephone Number - Number of person identified in data line <030>	Number of pe	rson identified in	data line <030>	3084232000 ext.			
<039>		Contact Email Address - Email Address of person identified in data line <030>	I Address of p	erson identified in	data line <030>	lmckain@bwtelcom.net			
<701> <702>	Residential Lo Single State-w	Residential Local Service Charge Effective Date Single State-wide Residential Local Service Charge	fective Date Service Charge	1/1/20	1/1/2016				
<703>	<a1></a1>	<92>	<93>	<\$12	< 6 2>	<	<	< 0 2>	\$
	State	Exchange (ILEC)	SAC (CETC)	Rate Type	Residential Local Service Rate	State Subscriber Line Charge	State Universal Service Fee	Mandatory Extended Area Service Charge	Total per line Rates and Fees
		(201) 28 (201)	(2 122)	24				o di più con	ממו לבו שנים ומנים
					See at	See attached worksheet			
									_

50-0819							5500			_
FCC Form 481 OMB Control No 3060-0986/OMB Control No 3060-0819 July 2013					Code and Business con-		- Ad	Usage Allowance Action Taken When		
1481 rol No. 3060-0986							<u>&</u>	Usage Allowance		
FCC Form 481 OMB Control N July 2013							~	Broadband Service -		
				4			(16)	Broadband Service - Download Speed		
						.net	9		рес	
	372455	BENKELMAN TEL CO	2017	Linda L McKain	3084232000 ext.	lmckain@bwtelcom.net	6 92	State Regulated	See attached worksheet -	
	37	щ		his data	ed in data line <030>	ed in data line <030>	d			
				Contact Name - Person USAC should contact regarding this data	Contact Telephone Number - Number of person identified in data line <030>	Contact Email Address - Email Address of person identified in data	49.2>			
(710) Broadbrand Price Offerings Data Collection Form	Study Area Code	Study Area Name	Program Year	Contact Name - Person US	Contact Telephone Numbe	Contact Email Address - En	(at)			
(710) Broa Jata Colle	<010>	<015>	<020>	<030>	<032> (<039>	<711>			

Contact Name	July 2013 <a>><a>><a>><a>><a><a><a><a><a><a><a><a>
Study Area Code Study Area Name Program Year Contact Name - Person USAC should contact regarding this data Contact Telephone Number - Number of person identified in data line <030> Contact Email Address - Email Address of person identified in data line <030> Contact Email Address - Email Address of person identified in data line <030> Reporting Carrier Benkelman Telephone Co., Inc. Affiliates Affiliates	sac Worksheet
Program Year Program Year Contact Name - Person USAC should contact regarding this data Contact Telephone Number - Number of person identified in data line <030> Contact Email Address - Email Address of person identified in data line <030> Contact Email Address - Email Address of person identified in data line <030> Reporting Carrier Benkelman Telephone Co., Inc. Holding Company BW Telcom Operating Company Benkelman Telephone Co., Inc. Affiliates	sac Sac Worksheet
Program Year Contact Name - Person USAC should contact regarding this data Contact Telephone Number - Number of person identified in data line <030> Contact Email Address - Email Address of person identified in data line <030> Reporting Carrier Benkelman Telephone Co., Inc. Affiliates Affiliates Affiliates	sac Worksheet
Contact Name - Person USAC should contact regarding this data in Contact Telephone Number - Number of person identified in data line <030> 3 Contact Email Address - Email Address of person identified in data line <030> 1 Reporting Carrier Benkelman Telephone Co., Inc. Holding Company BW Telcom Operating Company Benkelman Telephone Co., Inc. Affiliates	sac sac worksheet
Contact Telephone Number - Number of person identified in data line <030> 1 Contact Email Address - Email Address of person identified in data line <030> 1 Reporting Carrier Benkelman Telephone Co., Inc. Holding Company Bw Telcom Operating Company Benkelman Telephone Co., Inc. Affiliates	sac sac worksheet
Reporting Carrier Benkelman Telephone Co., Inc. Holding Company Bw Telcom Operating Company Benkelman Telephone Co., Inc. **Affiliates** Affiliates**	sac Worksheet
<pre><810> Reporting Carrier Benkelman Telephone Co., Inc. <811> Holding Company BW Telcom <812> Operating Company Benkelman Telephone Co., Inc. <813> Affiliates</pre> Affiliates	
<812> Holding Company BW Telcom <812> Operating Company Benkelman Telephone Co., Inc. <813> Affiliates ——————————————————————————————————	
Operating Company Benkelman Telephone Co., Inc. <a1>Affiliates ————————————————————————————————————</a1>	
<a>>affiliates	
Affiliates	
	1
	worksheet
	worksheet
	I worksheet
	worksheet

(900) Tribal Lands Reporting Data Collection Form	FCC Form 481 OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013
<010> Study Area Code	372455
1	BENKELMAN TEL CO
<020> Program Year	2017
<030> Contact Name - Person USAC should contact regarding this data	Linda L McKain
<035> Contact Telephone Number - Number of person identified in data line <030>	3084232000 ext.
<039> Contact Email Address - Email Address of person identified in data line <030>	lmckain@bwtelcom.net
<900> Does the filing entity offer tribal land services? (Y/N)	No
<910> Tribal Land(s) on which ETC Serves	
<920> Tribal Government Engagement Obligation	
	Name of Attached Document
If your company serves Tribal lands, please select (Yes,No, NA) for each these boxes to confirm the status described on the attached document(s). on line 920.	
demonstrates coordination with the Tribal government pursuant to	Select
§ 54.313(a)(9) includes:	Yes or No or Not Applicable
<921> Needs assessment and deployment planning with a focus on Tribal	
community anchor institutions. <922> Feasibility and sustainability planning;	
<925> Compliance with Land Use permitting requirements	
<926> Compliance with Facilities String rules <927> Compliance with Environmental Review processes	
<928> Compliance with Cultural Preservation review processes	
<929> Compliance with Tribal Business and Licensing requirements.	

(1000) Ve	(1000) Voice and Broadband Service Rate Comparability	FCC Form 481
Data Coll	Data Collection Form	OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013
<010>	Study Area Code	372455
<015>	Study Area Name	BENKELMAN TEL CO
<020>	Program Year	2017
<030>	Contact Name - Person USAC should contact regarding this data	Linda L McKain
<035>	Contact Telephone Number - Number of person identified in data line <030>	3084232000 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	lmckain⊋bwtelcom.net
<1010>	Attach detailed description for voice services rate comparability compliance	
		Name of Attached Document
<1020>	No Broadband comparability certification	Not Applicable
<1030>	Attach detailed description for broadband comparability compliance	
		Name of Attached Document

(2000) Price C	(2000) Price Cap Carrier Additional Documentation		FCC Form 481	
Data Collection Form	on Form		OMB Control N	OMB Control No. 3060-0986/OMB Control No. 3060-0819
Including Rate	Including Rate-of-Return Carriers affiliated with Price Cap Local Exchange Carriers		July 2013	
<010> Stu	Study Area Code	372455		
<015> Stu	Study Area Name	BENKELMAN TEL CO		
<020> Pro	Program Year	2017		
<030> Con	Contact Name - Person USAC should contact regarding this data	Linda L McKain		
<035> Con	Contact Telephone Number - Number of person identified in data line <030>	3084232000 ext.		
<039> Con	Contact Email Address - Email Address of person identified in data line <030>	lmckain@bwtelcom.net		
Select the and Conne	Select the appropriate responses below (Yes, No, Not Applicable) to note compliance as a recipient of Incremental High Cost support, High Cost support to offset access charge reductions, and Connect America Phase II support as set forth in 47 CFR § 54.313(b),(c),(d),(e). The information reported on this form and in the documents attached below is accurate.	compliance as a recipient (c),(d),(e). The informatio	t of Incremental High Cost support, High Cost supp n reported on this form and in the documents atta	ort to offset access charge reductions, iched below is accurate.
Inc	Incremental Connect America Phase I reporting			
<2010>	2nd Year Certification 47 CFR § 54.313(b)(1)(i) - Note that for the July 1 2016 certification this applies to Bound 2 recisions of Ingrammental	that for the July 1		
	Support	וורו פווופוורפו		
<2011>	3rd Year Certification 47 CFR § 54.313(b)(1)(ii) - Note that for the July 1	that for the July 1		
	ZULb certification, this applies to Kound 1 recipients of Incremental Support	if Incremental		
<202>	Recipient certifies, representing year two after filing a notice of	notice of		
	acceptance of funding pursuant to 54.312(c), that the locations in question are not receiving support under the Broadband Initiatives), that the locations in the Broadband Initiatives		
	projects that will provide broadband with speeds of at least 4 Whee (1Mhns 54.312/h)(2)(1) Pound 2 recipients only	riogianii loi t least 4		
<2023>	The attachment on line 2024 includes a statement of the total amount of	ry. the total amount of		
	capital funding expended in the previous year in meeting Connect America Phase I deployment obligations, accompanied by a list of census blocks indicating where funding was spent. This covers year two	ar in meeting Connect companied by a list of census This covers year two -		
<2024A>	Sound 2 Recipient of Incremental Support?			
<2024B>	Attach list of census blocks indicating where funding was spent in year two - 54.313(b)[2](ii). Round 2 recipients only.	vas spent in year	Name of Attached Document Listing Required Information	
<2025A>	Round 1 or Round 2 Recipient of Incremental Support?	ć.		
<20258>	Attach geocoded Information for Phase I milestone reports (Round 1 for year three and Round 2 for year two) - Connect America Fund , WC Docket 10-90, Report and Order, FCC 13-	ports (Round 1 for ca Fund , WC	Name of Attached Document Listing Required Information	
<2015>	2016 and future Frozen Support Certification 47 CFR § 54.313(c)(4)	. 54.313(c)(4)		

FCC Form 481 OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013		Name of Attached Document Listing Required Information	Name of Attached Document Listing Required Information					
(2000) Price Cap Carrier Additional Documentation (Continued) Data Collection Form Including Rate-of-Return Carriers offiliated with Price Cap Local Exchange Carriers	Price Cap Carrier Connect America ICC Support {47 CFR § 54.313(d)} 16> Certification support used to build broadband Connect America Phase II Reporting {47 CFR § 54.313(e)} 2017A> Connect America Fund Phase II recipient?	 'B> Attach information for Phase II - 54.313(e)(1) - list of geocoded locations already meeting the 54.309 public interest obligations at the end of calendar year 2015 and total amount of Phase II support, if any, the price 	cap carrier used for capital expenditures in 2015. Attach the number, names, and addresses of community anchor institutions to which the carrier newly began providing access to broadband service in the preceding calendar year - 54.313(e)(2)(ii)	Recipient certifies that it bid on category one telecommunications and Internet access services in response to all FCC Form 470 postings seeking broadband service that meets the connectivity targets for the schools and libraries universal service support program for eligible schools and libraries located within any area in a census block where the carrier is receiving Phase II model-based support, and that such bids were at rates reasonably comparable to rates charged to eligible schools and libraries in urban areas for comparable offerings - 54.313(e)(2)(v)	Recipient certifies that it offered broad interest obligations specified in §54.305 in the state on December 31, 2017 - 54			> Recipient certifies that it offered broadband meeting the requisite public interest obligations specified in §54.309 to 100% of its supported locations in the state on December 31, 2020 - 54.313(e)(6)
(2000) Price Cap Carri Data Collection Form Including Rate-of-Retu	Price <2016> Connect <2017A>	<2017B>	<2018>	<2019>	<2020>	<2021>	<2026>	<2027>

3005) Rate Of Return Carrier Additional Documentation		FCC Form 481
Data Collection Form		OMB Control No. 3060-0986/OMB Control No. 3060-081 July 2013
<010> Study Area Code	372455	
ALC: ALC: ALC: ALC: ALC: ALC: ALC: ALC:		

<010>	Study Area Code	372455
<015>	Study Area Name	BENKELMAN TEL CO
<020>	Program Year	2017
<030>	Contact Name - Person USAC should contact regarding this data	Linda L McKain
<035>	Contact Telephone Number - Number of person identified in data line <030>	3084232000 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	lmckain@bwtelcom.net
National distance of the second		

Complete the items below to note compliance with five year service quality plan (pursuant to 47 CFR § 54.202(a)) and, for privately held carriers, ensuring compliance with the financial reporting requirements set forth in 47 CFR § 54.313(f)(2). I further certify that the information reported on this form and in the documents attached below is accurate.

(3009)	Progress Report on 5 Year Plan Carrier certifies to 54.313(f)(1)(iii)				
(3010A)	Milestone Certification (47 CFR § 54.313(f)(1)(i))	,	es - Ati	ach Certificat	
(3010B)	Please Provide Attachment	Name of Attached Doc	ument Lis		372455ne3010.pdf
(3012A)	Community Anchor Institutions {47 CFR §	Information Yes - Attach New Comm	unity An	chors	
(3012B)	54.313(f)(1)(ii)} Please Provide Attachment	Name of Attached Doc	ument Lis		372455ne3012.xls
(3013)	Is your company a Privately Held ROR Carrier (47 CFR § 54.313(f)(2))	Information (Yes/No)	©	0 1	
(3014)	If yes, does your company file the RUS annual report	(Yes/No)	\circ	•	
(3015)	Please check these boxes to confirm that the attached PDF, on line 3017, contains the required information pursuant to § 54.313(f)(2) compliance requires: Electronic copy of their annual RUS reports (Operating Report for Telecommunications Borrowers)				
(3016)	Document(s) with Balance Sheet, Income Statement and Statement of Cash Flows		L		
(3017)	If the response is yes on line 3014, attach your company's RUS annual report and all required documentation	Name of Attached Doc Information	ument Lis	ting Required	
(3018)	audited? If the response is no on line 3014, is your company audited? If the response is yes on line 3018, please check the boxes below to confirm your submission on line	(Yes/No)	0	•	
(3019)	3026 pursuant to § 54.313(f)(2), contains: Either a copy of their audited financial statement; or (2) a financial report in a format comparable to RUS Operating Report for Telecommunications Borrowers Document(s) for Balance Sheet, Income Statement				
(3021)	and Statement of Cash Flows Management letter and/or audit opinion issued by				
(3022)	the independent certified public accountant that performed the company's financial audit. If the response is no on line 3018, please check the boxes below to confirm your submission on line 3026 pursuant to § 54.313(f)(2), contains: Copy of their financial statement which has been				
***************************************	subject to review by an independent certified public accountant; or 2) a financial report in a format comparable to RUS Operating Report for Telecommunications Borrowers			·	
(3023)	Underlying information subjected to a review by an independent certified public accountant			1	
(3024)	Underlying information subjected to an officer certification.			7	
(3025)	Document(s) for Balance Sheet, Income Statement and Statement of Cash Flows			/	
(3026)	Attach the worksheet listing required information	Name of Attached Doct Information	ıment Lis	ting Required	372455ne3026.pdf

(3005) Rate Of Return Carrier Additional Documentation (Continued)		FCC Form 481
Data Collection Form		OMB Control No. 3060-0986/OMB Control No. 3060-0819
		July 2013
<010> Study Area Code	372455	
<015> Study Area Name	BENKELMAN TEL CO	
<020> Program Year	2017	
<030> Contact Name - Person USAC should contact regarding this data	Linda L McKain	
<035> Contact Telephone Number - Number of person identified in data line <030> 3084232000 ext.	3084232000 ext.	
ל039> Contact Email Address - Email Address of person identified in data line <030>]mckain@bwta]com nat	

Financial Data Summary	(3027) Revenue	(3028) Operating Expenses	(3029) Net Income	(3030) Telephone Plant In Service(TPIS)	(3031) Total Assets	(3032) Total Debt	(3033) Total Equity	(3034) Dividends	

(4005) Rural Broadband Experiment Additional Documentation	FCC Form 481
Data Collection Form	OMB Control No. 3060-0986/OMB Control No. 3060-0819
	July 2013

<010>	Study Area Code	372455
<015>	Study Area Name	BENKELMAN TEL CO
<020>	Program Year	2017
<030>	Contact Name - Person USAC should contact regarding this data	Liuda L * Kain
<035>	Contact Telephone Number - Number of person identified in data li	ne <030> 3084232000 ent.
<039>	Contact Email Address - Email Address of person identified in data li	ine <030> lmcainabutelcom.net

4005 Rural Broadband Experiment

Authorized Rural Broadband Experiment (RBE) recipients must address the certification for public interest obligations, provide a list of newly served community anchor institutions, and provide a list of locations where broadband has been deployed.

Public Interest Obligations - FCC 14-98 (paragraphs 26-29, 78)

Please address Line 4001 regarding compliance with the Commission's public interest obligations. All RBE participants must provide a response to Line 4001.

4001. Recipient certifies that it is offering broadband to the identified locations meeting the requisite public interest obligations consistent with the category for which they were selected, including broadband speed, latency, usage capacity, and rates that are reasonably comparable to rates for comparable offerings in urban

Community Anchor Institutions - FCC 14-98 (paragraph 79)

4003a. RBE participants must provide the number, names, and addresses of community anchor institutions to which they newly deployed broadband service in the preceding calendar year. On this line, please respond (yes - attach new community anchors, no - no new anchors) to indicate whether this list will be provided.

If yes to 4003A, please provide a response for 4003B.

speed and data usage allowances available in the

relevant geographic area.

4003b. Provide the number, names and addresses Name of Attached Document Listing Required Information of community anchor institutions to which the recipient newly began providing access to broadband service in the preceding calendar year. Broadband Deployment Locations - FCC 14-98 (paragraph 80) 4004a. Attach a list of geocoded locations to which broadband has been deployed as of the June 1st immediately preceding the July 1st filing Name of Attached Document Listing Required Information deadline for the FCC Form 481. 4004b. Attach evidence demonstrating that the recipient is meeting the relevant public service obligations for the identified locations. Materials must at least detail the pricing, offered broadband

Name of Attached Document Listing Required Information

Certification - Reporting Carrier Data Collection Form	FCC Form 481 OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013
<010> Study Area Code	372455
<015> Study Area Name	BENKELMAN TEL CO
<020> Program Year	2017

Linda L McKain

TO BE COMPLETED BY THE REPORTING CARRIER, IF THE REPORTING CARRIER IS FILING ANNUAL REPORTING ON ITS OWN BEHALF:

<030> Contact Name - Person USAC should contact regarding this data

<035> Contact Telephone Number - Number of person identified in data line <030> 3084232000 ext.
<039> Contact Email Address - Email Address of person identified in data line <030> lmckain@bwtelcom.net

Certification of Officer as to the Accuracy of the Data Reported for the Annual Reporting for CAF or LI Recipients I certify that I am an officer of the reporting carrier; my responsibilities include ensuring the accuracy of the annual reporting requirements for universal service support recipients; and, to the best of my knowledge, the information reported on this form and in any attachments is accurate. Name of Reporting Carrier: BENKELMAN TEL CO Signature of Authorized Officer: CERTIFIED ONLINE Date 06/29/2016 Printed name of Authorized Officer: Linda McKain Title or position of Authorized Officer: Vice President Telephone number of Authorized Officer: 3084232000 ext. Study Area Code of Reporting Carrier: 372455 Filing Due Date for this form: 07/01/2016 Persons willfully making false statements on this form can be punished by fine or forfeiture under the Communications Act of 1934, 47 U.S.C. §§ 502, 503(b), or fine or imprisonment under Title 18 of the United States Code, 18 U.S.C. § 1001.

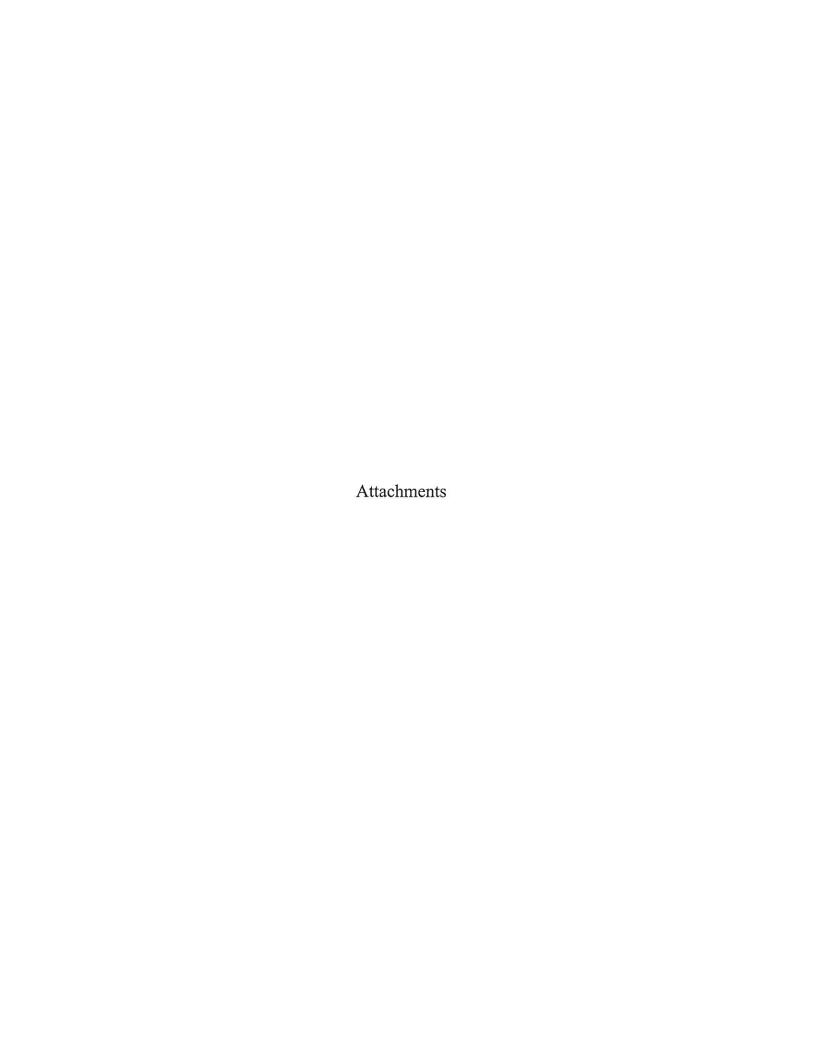
Certification - Agent / Carrier Data Collection Form			FCC Form 481 OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013
<010>	Study Area Code	372455	
<015>	Study Area Name	BENKELMAN TEL CO	
<020>	Program Year	2017	
<030>	Contact Name - Person USAC should contact regarding this data	Linda L McKain	
<035>	Contact Telephone Number - Number of person identified in data line <030>	3084232000 ext.	
<039>	Contact Email Address - Email Address of person identified in data line <030>	lmckain@bwtelcom.net	

TO BE COMPLETED BY THE REPORTING CARRIER, IF AN AGENT IS FILING ANNUAL REPORTS ON THE CARRIER'S BEHALF:

Certification of Officer to Auth	norize an Agent to File Annual Reports for CAF or LI Recipient:	s on Behalf of Reporting Carrier
I certify that (Name of Agent) also certify that I am an officer of the reporting carrier; my agent; and, to the best of my knowledge, the reports and	y responsibilities include ensuring the accuracy of the annual data rep	nation reported on behalf of the reporting carrier. I porting requirements provided to the authorized
Name of Authorized Agent:		
Name of Reporting Carrier:		
Signature of Authorized Officer:		Date:
Printed name of Authorized Officer:		
Title or position of Authorized Officer:		
Telephone number of Authorized Officer:		
Study Area Code of Reporting Carrier:	Filing Due Date for this form:	
Persons willfully making false statements on this form can	n be punished by fine or forfeiture under the Communications Act of 1934, 47 U.S. under Title 18 of the United States Code, 18 U.S.C. § 1001.	S.C. §§ 502, 503(b), or fine or imprisonment

TO BE COMPLETED BY THE AUTHORIZED AGENT:

Certification of Agent	Authorized to File Annual Reports for CAF or LI Re	cipients on Behalf of Reporting Carrier
	norized to submit the annual reports for universal service su reporting carrier; and, to the best of my knowledge, the info	pport recipients on behalf of the reporting carrier; I have provided ormation reported herein is accurate.
Name of Reporting Carrier:		
Name of Authorized Agent Firm:		
Signature of Authorized Agent or Employee of Agent:		Date:
Name of Authorized Agent Employee:		
Title or position of Authorized Agent or Employee of Agent	t	
Telephone number of Authorized Agent or Employee of Ag	gent:	
Study Area Code of Reporting Carrier:	Filing Due Date for this form:	



FCC Form 481	OMB Control No. 3060-0986/OMB Control No. 3060-0819	July 2013
(700) Price Offerings including Voice Rate Data	Data Collection Form	

<010>	<010> Study Area Code	372455
<015>	<015> Study Area Name	BENKELMAN TEL CO
<020>	<020> Program Year	2017
<030>	<030> Contact Name - Person USAC should contact regarding this data	Linda L McKain
<035>	<035> Contact Telephone Number - Number of person identified in data line <030> 3084232000 ext.	3084232000 ext.
<039>	<039> Contact Email Address - Email Address of person identified in data line <030> Imckain@bwtelcom.net	lmckain@bwtelcom.net

<701> Residential Local Service Charge Effective Date
<702> Single State-wide Residential Local Service Charge

<703>

1/1/2016

0.0		<2E>	<93>	<01>	<20>	<03>	<045	<0>>	\	
FR 19.95 0.0	Excha	nge (ILEC)	SAC (CETC)	Rate Type	Residential Local Service Rate	State Subscriber Line Charge	State Universal Service Fee	Mandatory Extended Area Service Charge	Total per line Rates and Fees	
	nke	lman		FR	19.95	0.0		0.0	21.34	
						33				

(710) Broadband Price Offerings

FCC Form 481 OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013 lmckain@bwtelcom.net BENKELMAN TEL CO 3084232000 ext. Linda L McKain 2017 <039> Contact Email Address - Email Address of person identified in data line <030> <035> Contact Telephone Number - Number of person identified in data line <030> <030> Contact Name - Person USAC should contact regarding this data <015> Study Area Name <010> Study Area Code <020> Program Year Data Collection Form

1000				Т			1			$\overline{}$						
<d4>></d4>	Usage Allowance Action Taken When Limit Reached {select}	Other, None														
	Usage Allowance (GB)	666666	666666	666666	666666	666666	666666	666666								
<q3></q3>	Broadband Service Usag -Upload Speed (Mbps) (GB)	3.0	5.0	10.0	10.0	1.0	3.0	3.0								
<d2></d2>	Broadband Service - Broadband Service Download Speed Upload Speed (Mb) (Mbps)	3.0	5.0	10.0	20.0	3.0	10.0	20.0								
<d1><d1></d1></d1>	Total Rates and Fees	39.95	59.95	74.95	119.95	39.95	59.95	119.95								
 	State Regulated Fees	0.0	0.0	0.0	0.0	0.0	0.0	0.0								
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<92>	Exchange (ILEC)	Benkelman														
<a1>></a1>	State	NE														
<711>					-											

FCC Form 481	OMB Control No. 3060-0986/OMB Control No. 3060-081	July 2013
(800) Operating Companies	Data Collection Form	

10	<010> Study Area Code		372455
15>	<015> Study Area Name		BENKELMAN TEL CO
502	<020> Program Year		2017
ê	Contact Name - Person Us	<030> Contact Name - Person USAC should contact regarding this data	Linda L McKain
\$5>	Contact Telephone Numb	<035> Contact Telephone Number - Number of person identified in data line <030> 3084232000 ext.	3084232000 ext.
39>	Contact Email Address - E	<039> Contact Email Address - Email Address of person identified in data line <030> Imckain@bwtelcom.net	lmckain bwtelcom.net
10	<810> Reporting Carrier	Benkelman Telephone Co., Inc.	
£ 1	<811> Holding Company	BW Telcom	
15	<812> Operating Company	Benkelman Telephone Co., Inc.	

<813>	<a1></a1>	<a2></a2>	<a3></a3>
	Affiliates	SAC	Doing Business As Company or Brand Designation
n 1	Wauneta Telephone Company	371597	BW Telcom
	Hartman Telephone Exchanges, Inc.	371557	BW Telcom
. 1	Raicom, Inc.		BW Telcom
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Redacted for Public Inspection

Title 47 §54.313(a)(1) Progress Report

Benkelman Telephone Company Ability to Remain Functional in Emergency Situations

- Benkelman Telephone Company (BTC) has been providing high quality service in Nebraska since 19XX. This includes operating in adverse conditions including blizzards, ice storms, thunderstorms, tornadoes and during prolonged power outages. BTC's management team, plant supervisors, plant technicians and customer service representatives have the training, experience and equipment necessary to respond to, manage and operate in emergency situations.
- 2. Benkelman Telephone Company follows applicable Rural Utilities Service (RUS) Telecommunications program practices and guidelines including the Telecommunications Engineering and Construction Manual (TE&CM) and other industry standards available to small telecommunications carriers. Benkelman Telephone Company also meets the requirements of the Nebraska Public Service Commission (NPSC) as applied to local exchange service.

3. Back-Up Power

3.1. Central Office

- 3.1.1. Benkelman Telephone Company maintains storage batteries designed to provide a minimum reserve capacity consistent with RUS TE&CM 1751E-302, Power Requirements for Digital Central Office Equipment. 1751E-302 paragraph 2.3.4 recommends a minimum reserve capacity of 8 hours, or 3 hours if the central office is equipped with an emergency standby generator. This is consistent with Title 291, NPSC Telecommunications Rules and Regulations, Chapter 5, paragraph 002.05 Emergency Operations and Power.
- 3.1.2. Benkelman Telephone Company maintains a dedicated standby generator fueled with natural gas. The standby unit is equipped with an automatic transfer switch so that in the event of an interruption of the commercial electric power lasting more than a few minutes, the standby generator starts automatically and provides electrical power to the central office equipment, air conditioning and building lighting. The automatic transfer switch also exercises the standby unit periodically and an alarm indication is sent if the standby generator does not start so that telecommunications personnel can perform proactive maintenance. A portable generator can also be connected directly to the building if necessary.

Benkelman Telephone Company

Ability to Remain Functional in Emergency Situations

3.2. Remote Equipment Cabinets

3.2.1. Where electronic equipment in cabinets located remotely from the central office, is used to provide service, the cabinets are equipped with batteries designed to operate for a minimum of eight hours without commercial electrical power. In addition, Benkelman Telephone Company maintains portable AC standby generators for use in the event of prolonged commercial power interruptions and the cabinets are equipped with external receptacles to facilitate connection to portable generators.

3.3. Optical Network Terminations (ONT's)

3.3.1. Where Fiber-to-the-Premises (FTTP) technology has been deployed the ONT's are powered by micro-uninterruptable power supplies (UPS) located on the customer premises and powered from the customer's commercial electrical power. The UPS batteries are specified for a minimum of eight hours of reserve capacity. The FTTP electronics system monitors the ONT's and notifies BTC's maintenance personnel when any ONT's batteries are no longer capable of holding the charge required for the designed battery reserve capacity so that BTC can work with the customer to replace the UPS batteries. BTC also maintains a cache of UPS's for routine and emergency replacement.

4. Rerouting Traffic around Damaged Facilities

- 4.1. In the event of damage to cable facilities owned by Benkelman Telephone Company, our maintenance personnel would restore service using emergency splice kits kept on hand for these types of service disruptions. If the damaged facilities are not owned by Benkelman Telephone Company we would work with the carrier directly affected to identify the source of disruption and the estimated amount of time before service is restored.
- 4.2. Benkelman Telephone Company currently has diverse toll routes in service. Both routes are used to support toll calling as well as critical circuits such as 911 trunks and SS7 A-links. Every effort is made to groom the trunks over the diverse toll routes so that a single outage does not isolate customers from critical services.

Benkelman Telephone Company Ability to Remain Functional in Emergency Situations

4.3. In the event of an extended outage, contact would be made with another service provider which has a separate, physical cable connection with BTC to provision temporary alternate routes supporting originating and terminating toll calls. Emphasis would first be placed on establishing connections to nearby PSAP, law-enforcement and emergency services.

5. Managing Traffic Spikes

- 5.1. Benkelman Telephone Company meets Title 291, NPSC Telecommunications Rules and Regulations, Chapter 5, paragraph 002.12 <u>Dial Service Objectives</u> for sufficient central office capacity and equipment during the "...average busy hour-busy season..."
- 5.2. Benkelman Telephone Company follows applicable RUS practices 522 and 322 when specifying, administrating, and assigning facilities within its control (as opposed to facilities ordered by connecting interexchange carriers).
- 5.3. The Genband C15 soft switch in service in Benkelman will provide performance up to 250,000 Busy Hour Call Attempts (BHCA) of which we are currently operating at 5,397 BHCA. The backplane is non-blocking and will allow 24 DS-0's of traffic to be passed per DS-1 port. The C15 controllers are completely duplicated for reliability. When traffic volumes greatly exceed specified criteria and additional capacity of the switch or connecting facilities, the Genband C15 continues to process calls but with potentially longer waiting times for dial tone, higher post-dialing delays and a higher probability of callers receiving all trunks busy indications (fast busy) and having to redial calls. Depending on the magnitude and duration of extreme peak demand, BTC would examine alternatives such as provisioning additional facilities and work with connecting carriers to expedite additional capacity.

Service Quality Standards and Consumer Protection Rules

Benkelman Telephone Co., Inc. operates in the State of Nebraska under the Rules and Regulations established by the Nebraska Public Service Commission (NPSC). Section 2 of the NPSC Rules and Regulations address the service standards and consumer protections established. Attached hereto is a copy of applicable parts of Section 2. For a full list of the rules and regulations, go to www.psc.state.ne.us.

At Benkelman Telephone Co., Inc., we pride ourselves on quality customer service. We take each service application, trouble report or customer complaint seriously. Our customer service and outside plant staff have many years of service with extensive training.

All service applications are completed on the day they are received unless requested otherwise by the customer. Service options, billing cycles, Lifeline programs, long distance issues/carrier choices and CPNI are all addressed with each new service application. Deposits are not required upon initial application. Delinquency in payment for service is the only reason any customer is refused service.

Trouble tickets are addressed the day they are received. Plant personnel are available after hours and on the weekends for any customer issues that might need addressed.

Each customer is important to us, so we make it our goal to fulfill each customer's needs.

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001.01CCC Telephone Company: Any person, firm, partnership, limited liability company, cooperative, corporation, or other entity engaged in the business of furnishing telecommunications services.

001.01DDD Terminating Location: The geographic area served for terminating interexchange telecommunications through the facilities of the exchange carrier at the terminating end of the call.

001.01EEE Text Telephone (TTY): Any machine that employs graphic communication in the transmission of coded signals through wire or radio communication system.

001.01FFF TRS Act: The Telecommunications Relay System Act.

001.01GGG Vendor: Any person, firm, partnership, limited liability company, cooperative, corporation, or other entity that sells goods or services for profit.

001.01HHH Vouchers: Written certificates issued under the Tele-communications Relay System Act to pay private vendors for all or part of the cost of equipment to qualified deaf, hard of hearing, and speech-impaired persons in Nebraska.

001.01III Wireless Service: The offering of wireless telecommunications, as defined in Neb. Rev. Stat. \$86-456.01 (Supp. 2007), for a fee.

001.02 Requirement for a Certificate or Permit: Before any person offers any telecommunications service, it must first obtain from the Commission a certificate, if seeking to provide telecommunications services as a common carrier, or a permit, if seeking to provide telecommunications services as a contract carrier. No agency or political subdivision of the state may be issued a certificate of public convenience and necessity as a telecommunications common carrier or a permit as a telecommunications contract carrier.



002 LOCAL EXCHANGE SERVICE:

002.01 General:

002.01A An exchange carrier shall have the authority, through its Certificate of Public Convenience and Necessity, within its Certificated service area to:

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002.01A1 Provide local exchange or access line service.

<u>002.01A2</u> Provide radio common carrier service, including paging and mobile telephone service. Such radio common carrier service shall be subject to the provisions of Chapter 6 of these rules and regulations.

 $\underline{002.01 \text{A3}}$ Provide the resale of access line service as may be defined in the exchange carriers' tariffs.

<u>002.01B</u> The Commission shall maintain safeguards for the protection of proprietary information, included but not limited to, protective orders and limited distribution of the proprietary information.

002.02 Adequacy of Service:

002.02A Each exchange carrier shall provide adequate access line service. In determining whether the access line service provided by an exchange carrier is adequate, the Commission's consideration will include, but shall not be limited to, the adequacy of the carrier's plant and equipment, the number and nature of service interruptions, trouble reports, customer complaints and held applications, the nature of access line service offered by the carrier and the nature of the access line services desired by the public served.

002.02B In the event of a dispute between a subscriber or subscribers and an exchange carrier regarding the adequacy of the access line service provided, the carrier shall make such investigations as required by the particular case, and report the results to the subscriber. In the event the dispute is not reconciled, the exchange carrier, or the subscriber affected, may make application to the Commission for a determination of the dispute.

002.02C Each exchange carrier shall employ appropriate engineering and administrative procedures to determine the adequacy of access line service being provided to its customers.

002.02D Traffic studies shall be made and records thereof maintained to the extent and frequency necessary to determine that sufficient equipment and adequate operating forces are provided.

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002.02E Each exchange carrier shall employ adequate procedures for assignment of facilities. The assignment record shall be kept up-to-date and checked periodically to determine whether adjustments are necessary to maintain proper balance in all trunk and equipment groups.

002.02F Local access line service furnished by means of line concentrators or subscriber carrier equipment at a given exchange shall be substantially equivalent to that furnished other subscribers at that exchange served by means of normal physical loops.

002.02G Each exchange carrier shall continually review its operations to assure that the access line service provided is adequate.

002.03 Interruptions of Service:

002.03A Each exchange carrier shall make all reasonable efforts to prevent interruptions of access line service. When interruptions occur, the exchange carrier shall re-establish access line service with the shortest possible delay consistent with the physical conditions encountered, the available work forces and with normal safety practices.

002.03B Each exchange carrier shall keep a record of all access line service interruptions or acute irregularities of access line service whenever reported to it or whenever the duration of a found access line service interruption exceeds twenty-four (24) hours. The record shall include appropriate identification of the customer or access line service affected, the date, time, duration, extent and cause of the interruption. The carrier shall furnish reports to the Commission upon request and shall inform the Commission as soon as possible of any occurrence of an unusual nature which apparently will result in prolonged and serious interruption of access line service to a large number of customers.

002.03C In the event the customer's access line service is interrupted other than by the negligence or willful act of the customer and it remains interrupted for a period in excess of twenty-four (24) hours after being reported or found to be interrupted, the carrier shall, upon request, or pursuant to direction of the Commission, refund the pro rata portion of the

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month's charge for the period of days during which such access line service was interrupted. Provided, however, if access line service is interrupted as the result of widespread disaster, and other than by the negligence or willful act of the exchange carrier, no refund shall be required unless the access line service remains interrupted for a period in excess of seven (7) days. No exchange carrier shall charge or collect any further rates for such service that was affected during the interruption of service. An exchange carrier may, in its discretion, refund such sum without request or Commission direction and for a lesser period of access line interruption. This refund may be accomplished by a credit on a subsequent bill for local exchange service.

002.04 Trouble Reports:

<u>002.04A</u> Each exchange carrier shall receive or provide a reasonable means for receipt of customer and/or access line trouble reports daily on a twenty-four (24) hour basis.

002.04B Each exchange carrier shall keep a record of trouble reports made by its customers. This record shall include appropriate identification of the customers or access line service affected, the time, date and nature of the report, the action taken, the date and time of trouble clearance or other disposition and the identification of the person making final disposition. The carrier shall furnish reports to the Commission upon request.

002.04C It shall be the objective to so maintain access line service that the average rate of all access line trouble reports in an exchange is no greater than six (6) per one hundred (100) access lines per month, based on a six (6) month period. In the event this average trouble rate reaches eight (8) per month, in a particular exchange, it shall be the responsibility of the exchange carrier serving that exchange to develop a plan to improve service in the exchange with the objective being to reduce trouble reports to acceptable levels.

002.04D In the case of access line service interruptions, each exchange carrier shall provide repair service daily consistent with the bona fide needs of the customer and the personal safety of exchange carrier personnel.

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002.05 Emergency Operations and Power:

002.05A Each exchange carrier shall make reasonable provisions to meet emergencies resulting from failures of lighting or power service, sudden and prolonged increases in local calls or similar emergencies and each exchange carrier shall inform its employees as to procedures to be followed in the event of emergency in order to prevent or mitigate interruption or impairment of access line service.

002.05B It is essential that all central offices have reasonably adequate provisions for emergency power. For offices without permanently installed emergency power facilities, there shall be a mobile power unit available which can be delivered on reasonably short notice and which can be readily connected.

 $\frac{002.05C}{(3)}$ Each central office shall contain, as a minimum, three

002.06 Public Telephone Service: In each municipality served by an exchange carrier where public convenience requires it, the exchange carrier shall supply at least one public pay station that will be available to the public on a 24-hour basis. The requirement for this facility may be waived by the Commission for reasons such as: abusive vandalism or damage, excessive cost of maintaining the pay station, or lack of use.

<u>002.07</u> Intercept: Central office equipment shall be equipped to provide adequate operator or recorded announcement intercept to cover changed numbers, vacant numbers and vacant levels.

002.08 Maintenance Program:

002.08A Each exchange carrier shall adopt and pursue an adequate maintenance program, which includes provision for periodic tests, inspections and preventive maintenance for the purpose of insuring rendition of adequate service at all times.

002.08B Maintenance shall include keeping all plant and equipment in a good state of repair consistent with safety and adequate service performance. Broken, damaged or deteriorated parts which are no longer serviceable shall be repaired or replaced. Adjustable apparatus and equipment shall be readjusted as necessary when found by preventive routines or fault location tests to be in unsatisfactory operating condition. Electrical

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faults, such as leakage or poor insulation, noise induction, cross-talk or poor transmission characteristics, shall be corrected to the extent practicable within the design capability of the plant affected.

<u>002.08C</u> The maintenance program shall also include definite procedures designed to keep the central office equipment rooms clean and the humidity and temperature at satisfactory levels. These rooms should not ordinarily be used for storage of general supplies nor for a general workshop.

002.09 Operator Rules:

002.09A Suitable practices shall be adopted by each exchange carrier concerning the operating methods to be employed by operators with the objective of providing efficient and pleasing service to the customers.

002.09B Operators shall be instructed to be courteous, considerate and efficient in the handling of all calls.

 $\frac{002.09C}{\text{and disconnections made promptly.}}$ All operator handled calls shall be carefully supervised

002.09D If a customer reaches a wrong number on a direct dialed call and notifies the operator, reasonable action shall be taken to make certain that the customer is not charged for the call.

002.10 Tests: Each exchange carrier shall provide or have access to test facilities which will enable it to determine the operating and transmission capabilities of circuit and switching equipment, both for routine maintenance and for fault location.

002.10A Each exchange carrier furnishing access line service, where local measured service is offered, shall provide the necessary facilities, instruments, and equipment for testing its metering and recording equipment.

002.10B The over-all accuracy of the test equipment and test procedures shall be sufficient to enable testing of meters and recording equipment within the requirements of these rules.

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- <u>002.10C</u> All meters and/or recording devices used to record data and prepare customer's bills shall be in good mechanical and electrical condition, shall be accurately read and shall not involve approximations.
- $\underline{002.10D}$ All meters and/or recording devices shall accurately perform the following:
 - 002.10D1 For message rate service, where timing or length of message is not involved, the meter and/or recording device shall show accurately the number of completed messages sent by the access line which it is measuring.
 - 002.10D2 For local measured and/or toll service where in addition to recording the number of messages, it is necessary to time and distance-rate the messages, the recording device shall show accurately the number of messages and the chargeable time involved in each message, applicable distance information, and the access line originating the message.
 - 002.10D3 Where the recording equipment provides coded information that is used to automatically prepare customer bills, accurate interpretation of such coded information is required.
- <u>002.10E</u> Every billing meter and/or recording device shall be tested for accuracy, when put into service, either by the exchange carrier or a qualified organization.
- 002.10F All meters and/or recording devices tested in accordance with these rules for routine maintenance or pursuant to complaints shall be tested in their normal operating locations and wiring modes prior to removal or adjustment.
- <u>002.10G</u> Each exchange carrier shall adopt appropriate practices for the routine testing and maintenance of its meters and/or recording devices to assure the integrity of their operation.
- 002.10H Upon request of any customer the exchange carrier shall make a test of any metering and/or recording equipment related to the billing in question provided such request is not made more frequently than once each six (6) months.

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- 002.10I Any customer, by written application to the Commission, may have a test of metering and/or recording equipment conducted by the exchange carrier in the presence of a representative of the Commission for reasonable cause as determined by the Commission.
- 002.10J A record of all metering and/or recording equipment tests and adjustments and data sufficient to allow checking of the results shall be recorded and retained for a period of two (2) years. Such record shall include the identifying number of the meter and/or recording device, its type, the date and kind of test, and the result found in each test.
- 002.11 Answering Time Objectives: Each exchange carrier shall provide equipment designed and engineered on the basis of realistic forecasts of growth, and shall make all reasonable efforts to provide personnel so as to attain the following daily operator answer performance objectives under normal operating conditions:
 - 002.11A Where the performance criteria is in terms of the average interval preceding answer, the objective shall be 2.5 seconds for all toll and assistance calls and 6.3 seconds for directory assistance and intercept calls.
 - <u>002.11B</u> Where the performance criteria is in terms of the percentage of calls which are answered within a specified period, the following objectives shall apply:
 - 002.11B1 Ninety percent (90%) of all toll and assistance operator calls will be answered within ten (10) seconds (equivalent measurements as approved by the Commission may be used).
 - 002.11B2 Ninety percent (90%) of repair service calls, calls to the business office and other calls shall be answered within twenty (20) seconds (equivalent measurements as approved by the Commission may be used).
 - <u>002.11C</u>. The term "answered" as used in this subsection shall be construed to mean that the operator or exchange carrier representative is ready to render assistance and/or accept information necessary to process the call. An acknowledgment that the customer is waiting on the line shall not constitute an "answered" call.

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- 002.11D Answering time studies shall be made by exchange carriers to the extent and frequency necessary to determine compliance with the objectives outlined in this subsection. The exchange carrier shall furnish reports to the Commission upon request.
- 002.12 Dial Service Objectives: Sufficient central office capacity and equipment shall be provided to meet the following requirements during the average busy hour-busy season:
 - 002.12A Ninety-eight percent (98%) of all calls should receive dial tone within three (3) seconds.
 - 002.12B Intraoffice trunks shall be sufficient so that ninety-seven percent (97%) of all correctly dialed intraoffice calls can be handled without encountering an all trunks busy condition.
 - 002.12C Local interoffice trunks in multi-office exchanges shall be provided in sufficient quantities so that ninety-six percent (96%) of all correctly dialed interoffice local calls will not encounter an all trunks busy condition.
 - 002.12D Trunks for extended area service shall be provided in sufficient quantities so that at least ninety-five percent (95%) of all correctly dialed calls offered to any trunk group within the local calling area will not encounter an all trunks busy condition.
- 002.13 Loop Transmission Objectives: Exchange carriers shall furnish and maintain adequate plant, equipment, and facilities necessary to provide satisfactory transmission of telecommunications. Transmission shall be at adequate volume levels and free of excessive distortion. Levels of noise and cross-talk shall be such as not to impair communications.
 - 002.13A Local line loops shall have a loop resistance not exceeding the operating design of the associated central office equipment. Longer loops may be used by employment of long line adapters and amplifiers, or special equipment.
 - 002.13B Transmission loss as set forth herein means the loss that occurs in a telephone connection, measured in decibels (db) at one thousand (1000) hertz per second, exclusive of test pads, impedance matching coils used for measurement, and similar devices. Transmission loss on local access line loops shall not

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exceed ten (10) db.

- 002.13C The maximum overall transmission loss objective, including the loss of terminating equipment on local interoffice trunks, shall be seven (7) db.
- 002.13D Noise, as set forth herein means noise expressed in db above reference level, with the standard C-message weighting (dbrnC) at applicable circuitry impedances. Reference level is defined as minus ninety (-90) dbm (minus 90 decibels referred to one milliwatt). The maximum noise objective for local access line loops shall be thirty (30) dbrnC.
- 002.13E The maximum power influence or noise-to-ground objective for local access line loops shall be ninety (90) dbrnC.
- 002.13F The minimum loop current objective for local access lines shall be twenty (20) milliamps (ma).
- 002.14 Customer-Provided Semi-Public Telephones: Customer-provided coin or non-coin operated telephone instruments may be connected to semi-public telephone service offered by exchange carriers under the following conditions:
 - <u>002.14A</u> Customer-provided coin or non-coin operated telephones must be registered in compliance with Part 68 of the Federal Communications Commission Registration Program or be connected behind an FCC registered coupler.
 - 002.14B The customer shall be responsible for the installation, operation and maintenance of any customer-provided telephones used in connection with this service.
 - 002.14C The customer shall be responsible for payment of all exchange carrier charges for this service as well as charges for all toll messages originated or accepted at this type of service.
 - 002.14D Customer-provided coin or non-coin operated telephones must have the following operational characteristics:
 - 002.14D1 Must be able to access the operator at no charge and without using a coin.

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- 002.14D2 Must be able to access 911 Emergency Service, where available, at no charge, without using a coin, and, when such instrument can only access 911 Emergency Service by use of a dialing sequence other than 911, must prominently display on such instrument, the appropriate dialing sequence to access 911 Emergency Service, where available.
- 002.14D3 Must be able to access all interexchange carriers unless the customer is an interexchange carrier in which case access may be limited to that carrier.
- 002.14D4 Must comply with all applicable federal, state, and local laws and regulations concerning the use of these telephones by disabled persons and the hearing impaired.
- 002.14D5 Must allow completion of both local and long distance calls from the zero (0) level.
- 002.14E The customer shall cause to be prominently displayed on each customer-provided coin or non-coin operated semi-public telephone the name of the owner of such instrument, the procedure for reporting the service difficulties and obtaining customer refunds, and the percentage or range of percentages by which the cost of long distance service to the vendor is increased to the user of such equipment.
- 002.14F Customer-provided semi-public telephones must be connected to one-party service and only one such instrument per line is allowed.
- 002.14G Rates for local calls from customer-provided semi-public telephones shall not be regulated by the Commission. Any additional charge for long distance service must be made in accordance with 002.14E preceding.

002.15 Application for Service:

002.15A An application or applicants desiring access line service from an exchange carrier may be required to make application in writing. Forms for this purpose shall be supplied by the exchange carrier and should be accompanied by a telephone number the exchange carrier can call during normal business hours to

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reach the applicant and complete the application.

002.15B Each exchange carrier shall keep a record of held applications by exchange, showing the name and address of each applicant for service, the date of application, the date service is desired, the class and grade of service applied for, together with the reasons for the inability to provide the new service or higher grade of service to the applicant. The exchange carrier shall furnish reports to the Commission upon request.

002.16 Refusal of Service and Disconnection:

002.16A Access line service may be refused or disconnected for any of the following reasons:

002.16A1 Without notice in the event of customer use of equipment in such a manner as to adversely affect the access line service to others.

002.16A2 Without notice in the event of tampering with the equipment furnished and owned by the exchange carrier.

002.16A3 For violation of or non-compliance with the Commission's regulations governing access line service supplied by exchange carriers or for violation of or non-compliance with the exchange carrier's tariff on file with the Commission.

002.16A4 Failure to pay for services rendered subsequent to proper notice.

002.16A5 Request for service or delinquency in payment for service at an indebted household, unless a customer in the indebted household to whom service is provided and billed has made prompt payment for such service. Rule and Regulation No. 121; October 27, 1993

 $\frac{002.16B}{\text{refusal}}$ The following shall not constitute sufficient cause for refusal of access line service to a present or prospective customer:

002.16B1 Delinquency in payment for service by a previous occupant, other than a member of the same

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household, of the premises to be served.

<u>002.16B2</u> Failure to pay directory advertising charges or other unregulated charges.

002.16B3 Failure to pay for operator service provider charges billed by the local exchange carrier if the charge exceeds that of AT&T Communications of the Midwest.

002.16B4 Failure to pay for 900, 960 or 976 calls disputed by the customer.

002.17 Customer Billing:

002.17A Bills to customers shall be prompt and accurate, rendered regularly consistent with the carrier's tariff and shall contain a clear listing of all charges. An itemized listing of the services being subscribed to and their monthly rates, written or upon request of the customer, electronic, where available, shall be provided as a part of the initial bill or when service is ordered and subsequently upon reasonable request of the customer. No carrier shall impose interest or late payment fees for delinquent payment less than twenty (20) days from the date of billing.

002.17A1 "Prompt and accurate" billing shall mean that any charges for telecommunications services shall not be older than one hundred and eighty (180) days prior to the date of the first monthly billing statement or invoice that reflects such charges. The requirement of prompt billing shall not operate to curtail the rights of any telecommunications provider to collect payment for telecommunications services rendered and timely billed, and shall not operate to curtail the rights of any telecommunications provider to bill and collect for services obtained by fraud or other misconduct on the part of the customer regardless of when such bills are first submitted.

002.17B Billing Adjustments: For all billing adjustments resulting in a charge to the customer, a carrier must offer a reasonable amount of time for payment.

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O02.17C If a dispute between the customer and the exchange carrier occurs regarding any bill, an investigation will be made and the results given to the customer. During the investigation, disconnection of service will not occur provided the balance of the bill not in dispute is paid. If the investigation does prove the disputed billing is correct under the regulations of the Commission, and the customer still will not pay the amount due, the exchange carrier may then disconnect service. The customer, or the exchange carrier, may make application to the Commission for review. Their decision will be final, subject only to legal redress as the parties involved may choose to exercise. The Commission may prohibit such disconnection pending judicial review of the dispute.

002.18 Information:

 $\underline{002.18A}$ Each exchange carrier shall, upon request, provide its customers with such information and assistance as is necessary so that they may secure the most desirable grades of service.

<u>002.18B</u> Each exchange carrier shall provide or make provisions, through tariffs, for directory assistance and information regarding customers not listed in their locally published directory, provided, however, the number of a customer who has requested that his number not be made available to the public need not be disclosed.

002.18C Each exchange carrier shall provide or make provisions through tariffs, customer line verification in emergencies where possible.

002.19 Rules Governing Credit and Deposits:

002.19A Rules filed under Section 002.21G governing the establishment of credit by customers for the payment of service bills shall be subject to the following provisions:

002.19Al The amount of deposit required shall not normally exceed the bill for two (2) month's service plus estimated toll charges for two (2) months. An increase in the deposit amount may be requested if increased usage or additional services warrants it.

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- 002.19A2 Deposits shall bear simple interest at the minimum rate of seven percent (7%) per annum. No interest need be paid on deposits held less than thirty (30) days.
- oo2.19A3 In the case of residential service the deposit shall be refunded upon request of the customer after twelve (12) consecutive months of prompt payment and refunded voluntarily after twenty-four (24) consecutive months of prompt payment.
- 002.19A4 In the case of business service, the deposits shall be refunded after thirty-six (36) consecutive months of prompt payment.
- $\underline{002.19A5}$ Deposits may be refunded sooner at the exchange carrier's option.
- 002.19A6 New and existing residential customers may be allowed to pay deposits or requests for increases in existing deposits in installments over a period of at least three (3) months.
- 002.19A7 Each exchange carrier holding customer deposits shall render to each depositor, when such customer's deposit is applied to an unpaid bill, a statement showing the bill then due and unpaid, the amount of the deposit, together with the interest accrued thereon and the period covered thereby, and the balance due or remaining to the credit of the depositor.
- 002.19A8 Each exchange carrier holding customer deposits shall render to each depositor, when and as such deposit is refunded, a statement showing the amount of the deposit, together with the amount of unpaid interest accrued thereon to the date of refund and the period covered thereby.
- 002.19A9 For purposes of establishing a refund date when deposits are paid on an installment plan, the date will be the day of receipt of the final installment.

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<u>002.19A10</u> Each exchange carrier holding deposits shall issue to every subscriber from whom a deposit may be exacted, a receipt of which a record shall remain in the possession of the exchange carrier.

002:19A11 Records shall be kept by each exchange carrier showing, with respect to each deposit, the account telephone number, the name of the customer making the deposit, the address of each depositor, if known, the date of receipt of the deposit and the amount of the deposit. These deposit records shall include deductions representing sums due and unpaid to the carrier, when the depositor ceased to be a customer and the date thereof, together with such other information as any such carrier may deem necessary to make a complete record of each deposit.

002.19B Guarantors shall be accepted in lieu of deposits subject to the following:

002.19B1 The guarantor shall be satisfactory to the exchange carrier.

002.19B2 The guarantor shall guarantee the payment of all specific charges for access line facilities and service covered on the date the guarantee arrangement is entered into. The guarantor's liability shall not exceed the amount otherwise required as a deposit by the exchange carrier from the customer.

002.19B3 The guarantor's obligation shall cease:

 $\frac{002.19B3a}{\text{service, or}}$ Upon the customer discontinuing

002.19B3b After twelve (12) consecutive months of prompt payment, or

002.19B3c After ten (10) business days written notice by the guarantor to the exchange carrier, the customer would be subject to suspension of service unless a security deposit is received before the date the guarantor's obligation ceases.

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002.19B4 The exchange carrier shall have six (6) months, from the date a guarantor's obligation ceases, in which to accumulate charges incurred prior to such date for which the guarantor may be obligated.

002.19B5 The exchange carrier shall provide written notification to the guarantor verifying date guarantor's obligation ceases.

<u>002.19C</u> The exchange carrier may request an existing customer for a deposit or guarantee or an increase in a deposit or guarantee only if increased usage warrants such request or where the customer's payment record is not satisfactory.

002.19D Where the customer's business is of a hazardous or temporary nature, the exchange carrier may bill such customer on other than a monthly basis with a corresponding adjustment in the deposit or guarantee requirement.

002.20 Complaint Handling Procedures: Customers' complaints about access line service, deposit requests, or other service or billing problems shall first be made to the exchange carrier. The carrier shall allow complaints to be accepted and processed in a simple manner and form. Every complaint shall be promptly investigated in a fair manner and the results reported to the complainant. If the report of the investigation is made orally, the carrier shall provide the complainant, upon request, the report in writing. If the carrier fails to resolve a complaint to the satisfaction of the complainant, the carrier shall, upon request, inform same of the availability of the Commission to review the carrier's investigation, including the Commission's address and telephone number.

002.20A An exchange carrier shall refrain from suspending or terminating service for non-payment during the pendency of a complaint before the exchange carrier or this Commission or its authorized designee, unless otherwise provided by the Commission or its authorized designee; provided however, that as a condition of continued service during the pendency of such dispute, a customer shall pay the undisputed portions of any bill for service.

002.21 Tariff to be Filed with the Commission: No exchange carrier shall offer access line service to the public, except pursuant to its tariff filed with the Commission. The provisions of such tariff shall be definite and so worded as to minimize ambiguity or the possibility of

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misinterpretation and shall include, together with such other information as may be deemed pertinent, the following:

- 002.21A A list of the exchanges or a separate sheet for each exchange showing the rates and charges for local exchange access line service at those exchanges.
- $\underline{002.21B}$ A map or maps of each exchange showing the various rate areas.
- $\underline{002.21C}$ Information as to the extended area access line service furnished.
- 002.21D Definitions of classes of access line service.
- <u>002.21E</u> Rules for extending access line service to new customers indicating what portion of the line extension or the cost thereof will be furnished by the exchange carrier.
- 002.21F Rules governing foreign exchange access line service (where offered) and all other access line service offerings together with the corresponding rates and charges.
- 002.21G Rules governing the establishment or re-establishment of access line service including credit requirements.
- 002.21H Rules governing the procedures followed in disconnecting and reconnecting access line service.
- 002.21I Rules governing the billing procedures and payment requirements.

002.22 Directories:

002.22A One exchange alphabetical directory for each access line shall be made available, without charge, to all access line customers. The listings of customers in foreign exchanges to which extended area service is provided shall also be made available to all access line customers. Where such listings are not included in the exchange directory, the exchange carrier shall inform customers how such listings may be obtained. Inclusion of all listings for the calling area within a single volume is recommended.

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002.22B Directories shall be revised at least annually. Exemption from this requirement may be necessary with an office conversion, or when changed listings and new listings are not sufficient in number to cause serious inconvenience. Such exemption shall be provided upon approval of this Commission. A shorter directory interval may be necessary where the number of changed listings and new listings is abnormally large.

002.22C The name of the exchange covered by the directory, month and year issued, and the area code shall appear prominently. If the directory serves more than one exchange, such exchanges shall be listed in the front of the directory.

002.22D Each directory shall contain a list of common governmental emergency numbers, a list of extended area service points, and the repair service number; pertinent instructions concerning the use of local and extended area service; and an alphabetical list of all customers, together with their address (unless customer requests address omission) and telephone number. The number of a subscriber who has requested that his number not be made available to the public shall not be listed subject to any existing or future tariffs that may be applicable. The emergency numbers shall appear prominently in the directory either on the inner or outer face of the front cover, or on the first page inside the cover. The opening pages of the directory shall contain a conspicuous notice advising customers that should the carrier fail to satisfactorily resolve service or billing problems, the customer may refer the problem to the Nebraska Public Service Commission, 300 The Atrium, 1200 N Street, Lincoln, NE 68508, telephone number 402-471-3101.

 $\underline{002.22E}$ Upon issuance of a new directory, two copies thereof shall be filed by the exchange carrier with the Commission.

002.23 Records:

<u>002.23A</u> All records required by these rules, unless otherwise specified herein, shall be preserved for the period of time specified by the Federal Communications Commission's Records Retention Schedule.

002.23B Each exchange carrier shall maintain records of its operations in sufficient detail as is necessary to permit review of its operation to assure the furnishing of adequate service.

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Such records shall be made available for inspection by the Commission upon request at any time within the period required for the retention of such records.

002.23C Where an exchange carrier is operated in conjunction with any other enterprise, suitable records shall be maintained, so that the results of the exchange carrier's regulated operation may be determined within a reasonable time after notice to the exchange carrier by the Commission.

002.24 Accounting:

002.24A For purposes of accounting to the Commission, each exchange carrier shall be classified in conformance with the latest FCC rules.

002.24B For the purposes of accounting to the Commission, each exchange carrier shall keep its books and records in accordance with the appropriate uniform system of accounts in conformance with the latest FCC rules.

 $\underline{002.24C}$ Each exchange carrier shall file an annual report with the Commission on or before April 30 of the succeeding year.

 $\underline{002.24D}$ Exchange carriers filing an annual report with the Federal Communications Commission shall file a copy of same with the Commission and in addition shall file with the Commission an annual report on the form prescribed by the Commission.

<u>002.24E</u> Exchange carriers operating in more than one state shall file with the Commission a supplemental annual report with segregation of accounts and miscellaneous statistics for the State of Nebraska on the form prescribed by the Commission.

002.24F Exchange carriers not filing an annual report with the Federal Communications Commission shall file with the Commission an annual report on the form prescribed by the Commission.

002.25 Service Area:

 $\underline{002.25A}$ Each exchange carrier shall file with the Commission a map for each exchange operated in the State of Nebraska. Each map shall show the exchange area of the exchange for which such map is filed. The exchange area shall be enclosed in a solid

Terms and Conditions for Lifeline Customers

Benkelman Telephone Co., Inc. operates in the State of Nebraska. As such, we follow the rules and procedures established by the Nebraska Public Service Commission.

On its website (psc.state.ne.us), the Nebraska Public Service Commission has published the attached pages. They describe the program, eligibility and application process. Qualifying consumers receive discounts on their local residential service and subscriber line charge. The discounts the consumer receives are: \$6.50 (federal) subscriber line charge, \$2.75 (federal) local service and \$3.50 (state) local service. Each consumer also qualifies for exemption from the Nebraska Universal Service Fees. Also, if the customer requests a toll deny service, credits are issued for the full amount of the charges for that service. There are no discounts on long distance fees or plans. The consumer has unlimited local calling; long distance calling is not included in this plan.

Nebraska Telephone Assistance Program

The Nebraska Telephone Assistance Program (NTAP) assists qualifying low-income individuals with keeping telephone services affordable by lowering monthly service rates. Individuals can qualify for NTAP by participating in Medicaid, Supplemental Nutrition Assistance Program (SNAP), Kid's Connection (SAM, MAC, or EMAC), Supplemental Security Income (SSI), Low-Income Home Energy Assistance (LIHEAP), National School Lunch Program Free Lunch Program, Federal Public Housing, Temporary Assistance for Needy Families (TANF), or if household income is at or below 135 percent of the poverty level.

What is NTAP?

- NTAP assists qualifying low-income individuals with obtaining and keeping telephone service by lowering monthly service.
- NTAP reduces the cost of local telephone service by \$12.75 per month. The discount
 will appear as a credit on your monthly telephone bill. No cash or checks will be
 distributed. The telephone bill must be in the name of, or contain the name of, the
 applicant.

Who is eligible for NTAP?

- Medicaid
- Supplemental Nutrition Assistance Program (SNAP)
- Supplement Security Income (SSI)
- Federal Public Housing Assistance
- Low-Income Home Energy Assistance Program (LIHEAP)
- · Childrens Health Insurance Programs (Kids Connection, SAM, MAC & EMAC)
- National School Lunch Program FREE Lunch Program
- Temporary Assistance for Needy Families (TANF)
- Income at or below 135% of poverty level

How do I apply or receive an application?

To apply for NTAP, complete an application form and provide proof of eligibility (as directed on the application) - Click Application Form Below

Application Form and Instructions

OR

To receive an application form:

Call the Nebraska Public Service Commission at: (402) 471-3101 (Lincoln); (800) 526-0017 (Nebraska Only),

OR

Mail request to: NTAP PO Box 94927 Lincoln, NE 68509-4927

OR

To Print off an application form - Click Here

When you have filled out the application, mail COMPLETED application form to:

- NTAP
- PO BOX 94927
- · Lincoln, NE 68509-4927

CARRIERS ONLY

Exempt Lifeline Customer Database - Restricted Access

Orders

Rules & Regulations

Statutes

Nebraska Public

Service

Commission

Lincoln, NE 68508 Phone: 402-471-3101 Toll Free: 1-800-526-0017 (NE Only)

TDD: 402-471-0213 Fax: 402-471-0254

State Information

Privacy Statement Security Information 1200 N Street, Suite 300, Acceptable/Intended Use

Policy Accessibility Policy State of Nebraska

NEBRASKA TELEPHONE ASSISTANCE PROGRAM (NTAP) APPLICATION AND CERTIFICATION FORM 2-2013

(If you live on Tribal land, DO NOT use this application. Contact your local phone company for a Tribal land discount.)

APPLICANT INSTRUCTIONS: In order to be approved to receive assistance on your phone bill you must complete and sign this application. Read this application completely (Front and Back), answer all questions on this form, provide <u>all</u> documents equested, sign this application and return it to the NTAP department at: PO Box 94927, Lincoln, NE 68509. Have Questions: Call 1-800-526-0017 or in Lincoln, 402-471-3101

Applicant's complete Social Secur	rity Number:			
Windows Stenies to Alexens dinjo exact Chronoguli 4-114 attemat as Yorli	ostatikaris Pist di 1980-yila	re purrouse of community in	ig will? Nieth, new Men. 38	\$ 40.408
I am a citizen of the United SOR I am a qualified alien under the follows: My alien number is: upon request.	he federal immigra	ation and Nationality Act, m	y immigration status and alien to provide a copy of my USC	number are as IS documentation
A "household" is any individual o address as one economic unit, i support to him/her, both people o living with their overnits or quard	e giroupo of haddish on endibuk haje ma dibuk be conveniese	or minimal means and A or part of the same hous	d) who are firing together a see with conscious who pro- chold. Children under the a	vides financial
Please list all members of your house	hold including app	licant.		
First Name	МІ	Last Name	Social Security Number	Date of Birth (Month/Day/Year)
		- F-10		

****PLEASE NOTE: THIS APPLICATION IS PRINTED FRONT AND BACK. REMEMBER TO DOUBLE CHECK EACH SIDE TO MAKE SURE YOUR APPLICATION IS COMPLETE****

Maible est a Table of home obsiderance Program (NT NO) Appolicant information of lease Print Applicant Name: Last _____ First _____ MI____ _ast 4 digits of Applicant's Social Security Number: _____ Applicant's Date of Birth: ____/___ Street Address of where you live (This cannot be a PO Box): State: _____ Zip Code: _____ Please check one: Is the address listed above: Temporary Permanent Mailing Address: ONLY if different from the address you listed above. This can be a PO Box. Nailing Address: _____ State: Zip: members of the montant is thousehold A "household" is any individual or group of individuals (related or unrelated) who are living together at the same address as one economic unit. If an adult has no or minimal income and lives with someone who provides financial support to himher, both people shall be considered part of the same household. Childrens under the age of eighteen thing with their parents or quardians are considered to be gard of the same household as their parents/guardians here are _____ members in my household including applicant. s there more than one household at the address you listed above? Check \quad NO or \quad YES *Note: please read definition of household above. Household does not include others living at apartment complex, nursing home r assisted living building, only those at your specific address. PILEASE NOTE: No all contoanies offer NTAP in all coverage areas. lame of My Phone Company: ______ /ly Phone Number is: (_____) _____ Sustomer Name on Phone Bill: __ *Please Note: the phone bill must be in or contain the applicant's name OR mark that you do not currently have phone service I do not currently have phone service ELIGIBILE I'V REQUIREMENTS. ELIGIBLE PROGRAMS-CIRIS which programs) you suffernly receive if reducting please send documentation showing your current programs below you may still be eligible for NTAP based on your recome. Please see section below forincome guidelines. You do not have to meet both program and income guidelines to be eliable. ■ Medicaid-No Proof Needed ☐ Low-Income Home Energy Assistance (LIHEAP) –No Proof Needed ☐ Supplemental Nutrition Assistance Program (SNAP)-No Proof Needed ☐ Temporary Assistance for Needy Families (TANF)-No Proof Needed ☐ Kids Connection (SAM, MAC or EMAC)-No Proof Needed ☐ Federal Public Housing-Complete section of form titled "Housing Authority Personnel Please Note" on last page □ National School Lunch Program Free Lunch Program-Current award letter from school or Call NTAP for form ☐ Supplemental Security Income (SSI)-Current award letter from Social Security Administration ☐ My income is at or below 135% of the poverty level-See eligibility guideline section on last page

NEBRASKA TELEPHONE ASSISTANCE PROGRAM (NTAP) APPLICATION AND CERTIFICATION FORM

Each of the following statements <u>MUST</u> be marked in order to receive phone assistance.

	I Certify Under Penalty of Perjury that:
	I agree to notify my phone provider and complete a new application requesting assistance within 30 days of moving.
	I understand that if I provided a temporary address above I am required to verify my address every 90 days. I understand that if I fail to respond to address verification, it may result in my being de-enrolled (the credit being removed from my phone account) from NTAP.
	I understand completion of this application does not constitute immediate acceptance into this program.
	I understand that I will be required to recertify my information and provide proof of participation in one of the programs listed in the eligibility section of this application or provide proof that my income is currently at or below 135% of the poverty level at any time. I understand that failure to recertify my information and/or provide proof of current participation in one of the programs listed in the eligibility section of this application or that my income is currently at or below 135% of the poverty level will result in being de-enrolled (having the credit removed from my phone account) from the program.
	I understand that NTAP is a non-transferable benefit and that I may not transfer this benefit to any other person.
	I understand that NTAP is a federal benefit and that willfully making false statements to obtain the benefit can result in fines, imprisonment, de-enrollment (credit being removed) or being barred from the program.
	I understand that at any time I may be requested to re-certify my continued eligibility and that if I fail to re-certify it will result in me being de-enrolled (credit removed from my account) from NTAP.
	I understand that if I am receiving more than one NTAP credit or if for any reason I no longer satisfy the criteria outlined in this application to receive NTAP support I will notify my phone company and NTAP within 30 days and that failure to abide by this requirement may result in penalties.
	I understand that there can only be one supported phone line per household, I have read the definition of household provided above and I understand that if I violate the one supported phone line per household rule it violates the FCC's rules, I will be de-enrolled (credit removed from my account) from NTAP and this violation could result in criminal prosecution by the U.S. Government.
]	I will notify my phone provider and NTAP within 30 days if my household is receiving more than one NTAP benefit or if at the time that I am applying for NTAP assistance another person in my household is already receiving assistance from NTAP. I understand that failure to follow this requirement may result in penalties.
	I agree to notify NTAP within 30 days of changing my phone number.
	I agree to notify NTAP and complete a new application requesting assistance if I decide to change my phone provider.
	I understand that if I am completing this application due to a change of phone providers, it will not result in more than one NTAP supported phone account in my household or I understand that in the future if I change phone providers, this change cannot result in more than one NTAP supported telephone account in my household.
	I currently participate in one of the programs listed above in the eligibility section of this application or that my income is currently at or below 135% of the poverty level and I have provided proof of participation or proof of income if required to do so.
	I understand it is my responsibility to notify the NTAP and my phone company within 30 days after I no longer participate in at least one of the qualifying programs or that my income is no longer at or below 135% of the poverty level and that failure to abide by this requirement may result in penalties.
here	eby certify that my response and the information provided on this form and any related application for public benefits are true, comp

hereby certify that my response and the information provided on this form and any related application for public benefits are true, complete, and accurate and I understand that this information may be used to verify my lawful presence in the United States. I further certify, under renalty of perjury, the above information is true. I have read the information on this application and understand I must meet the above qualifications to receive assistance from this program. By signing this application, I hereby give consent to release my information provided in his application to the administrator of the Lifeline Program-Universal Service Administrative Company and I understand that the information eleased will be kept confidential.

NTAP ELEGIBLETY BASED ON INCOME GUIDELINES on an complete his section if you completed the Program eligibility section above income is all income recovered by all members of a household. This includes, but is not limited to salary before field chose of taxes, public assistance benefits, social security payments, pensions, unemployment compensation, veteran's nene its, inheritances, allimony, chird support payments, y orders compensation pencific, office, and lottery manipus

Household Size	1	2	3	4	For each add'l person
At or below	\$15,512	\$20,939	\$26,366	\$31,793	Add \$5,427

You must provide copies of decumentation to show that your armual income is at or bato # 135% of the powerry level. Before is a list of documents about 66 to show proof of income. When submitting discumentation please do not submit a document that is over a categoral year old. If possible, our alse send a copy of the documents you alle submitting. Submitted documents will not be returned.

Salaries, Wages, Tips, Commissions, etc.: Three consecutive months of paystubs, your most recent W2 forms or last year's income tax form. If you are self-employed; send a copy of your recent income tax form.

Retirement, Social Security or Pensions: Copies of your award notice or statement of benefits letter.

Workers' Compensation, Unemployment or Disability: Copy of the letter you received from Workers' Compensation, letter from State employment office, check stubs or your award letter from the Social Security Office.

Military Benefits: Copy of your Veterans, Civil Service, or Military Allotment benefits statement.

Child Support or Alimony: Copy of checks received, court decree or legal agreement.

Other: Any award letters or benefit statements of other income received.

Household has no income: If your household does not have any income, you are required to submit a written statement which clearly states that your household has no income. Your statement must be signed and dated by you, the applicant and be included with the application you return to NTAP.

PROOF OF FEDERAL HOLFSING DOCUMENT Type pre-receiving Rederal Housing Assistance, places have your local Housing Authority Personnel complete this document. Places return in a document to the NTAP department with your completed application.

HOUSING AUTHORITY PERSONNEL PLEASE NOTE:

You are completing this document as verification that the person below is receiving Federal Housing Assistance (HUD, Section 8 or USDA Rural Development). Please complete all the information below.

Tenant Name:					
AGENCIES hereby "certify" that their office is directly involved with administering the program(s) or has access to the records of the office that does administer the program(s), and the applicant is currently on these program(s).					
Authorized Signature and Title	le (Housing Authority Personnel ONLY)				
Printed Name of Authorized F	Personnel	Date			
() Telephone Number					
Agency Address					
City	State	Zip Code			

CERTIFICATION

Pursuant to 47 CFR Section 54.313(f)(1)(i), we hereby certify that Benkelman Telephone Co., Inc. has taken reasonable steps to provide upon reasonable request broadband service at actual speeds of 4 Mbps downstream/1 Mbps upstream, with latency suitable for real-time applications, including Voice over Internet Protocol, and usage capacity that is reasonably comparable to reasonably comparable offerings in urban areas, and that such requests for such service are met within a reasonable amount of time.

Randall J. Raile GM

General Manager

BENKELMAN TELEPHONE CO., INC.

COMMUNITY ANCHOR INSTITUTIONS PROGRESS REPORT

NUMBER

NAME

ADDRESS

None

Redacted for Public Inspection

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